

# Cust Customer Satisfaction

## Department of Administrative Services - Internal Support

### 1. BUSINESS MANAGEMENT SERVICES

**Overall**, rate your experience with DOAS Business Management Services

Needs Improvement - Does Not Apply  
Satisfactory - Poor -  
Very Good - Good -  
1 2 3 4 5

#### **Project Management Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

#### **Strategic Planning Coordination**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

#### **Process Review & Documentation**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

#### **Performance Measurement Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

### 2. CUSTOMER & EMPLOYEE RELATIONS

**Overall**, rate your experience with DOAS Customer & Employee Relations

#### **Human Resources Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Confidentiality  
Customer service attitude

#### **Design & Graphic Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Creativity  
Customer service attitude

### CER (Continued)

#### **Written Communication Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

#### **Conference Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

#### **Customer Survey Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

### 3. INFORMATION TECHNOLOGY

**Overall**, rate your experience with DOAS Information Technology

#### **PC/LAN Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

#### **Systems Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

#### **Imaging Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude

#### **Web-Page Support**

Timeliness of services  
Quality of services  
Status updates & feedback  
Customer service attitude